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Issue 7 | Volume 4 | July 2016

# *Massachusetts State 911 Department Newsletter*



*Wishing you a happy and safe  
summer from all of us here at the  
Massachusetts State 911 Department!!!*



## Updates from our Systems Division

Employees of the State 911 Department's Systems Division continue with PSAP visits to ensure the technical operation of the PSAPs are running as designed. During these visits, the back end equipment room is inspected to confirm that: 1) preventive maintenance is being performed appropriately; 2) the equipment room is in order; and 3) all alarm conditions have been addressed. During these visits, these employees also will inquire if your PSAP has experienced any technical or systems issues. Please feel free to discuss any issues with them so we can keep the equipment operating as designed. If you have any questions or have a particular issue you would like to discuss, please feel free to contact Shahri Moin at [shahri.moin@state.ma.us](mailto:shahri.moin@state.ma.us)

Please take the time to update critical PSAP contact information with the State 911 Department. You can find a "PSAP Contact Information Update Form" on our website at <http://www.mass.gov/eopss/docs/setb/contact-info-update-form.pdf>. It is important for us to have the most recent contact information for your PSAP. Please take the time to fill out the form and submit it by fax to Jeff Jeffers at (508) 828-2585, or by e-mail to [jeff.jeffers@state.ma.us](mailto:jeff.jeffers@state.ma.us). With the Next Generation 9-1-1 project underway, we want to be sure we have the most recent contact information.

## Next Generation 9-1-1 News Flash

For the Next Generation 9-1-1 project, each PSAP will have two circuits installed in their facility from two separate carriers, along with redundant networking equipment to support both circuits. This equipment will be configured to failover in the event of a number of low probability failures. With two separate circuits and redundant networking equipment, the Next Generation 9-1-1 system design provides a level of redundancy similar to the current E-911 system, but with the added benefit of using two separate carriers instead of one. During the installations, you may see carriers come in to do site surveys in addition to the equipment installation and any cabling work that needs to be completed to support the circuits. GDIT will be reaching out to the PSAPs to schedule the work so that you are informed of the vendors coming to your site. As we get closer to the deployment date for your PSAP, you will see vendors again to test and turn the circuit up. If you have any questions on the network for the Next Generation 9-1-1 project, please feel free to contact Norm Fournier by email at [norm.fournier@state.ma.us](mailto:norm.fournier@state.ma.us).

## GIS-An Address for Every Point, and a Point for Every Address

Each PSAP has a number of functions that need to be performed for the communities they serve. One of these functions is handled by the Municipal Coordinator. The State 911 Department standards at 560 CMR 2:00 Appendix A, provide that "the Municipal Coordinator, working with the telephone company shall ensure that changes, deletions and additions to the Master Street Address Guide (MSAG) database are made on an as occurred basis".

Having correct and updated address information has always been an important component of the 9-1-1 system in the Commonwealth. With Next Generation 9-1-1, an address for every point and a point for every address is necessary for calls to be routed correctly. MassGIS has spent a great deal of effort getting address information from municipalities in preparation for Next Generation 9-1-1. We need to be sure updates from the municipalities continue.

Getting updated address information, such as new addresses or corrections to existing address records, from municipalities is more important than ever, particularly in light of the fact that landline telephone use is diminishing as more and more people turn to using only a cell phone. In the past, we relied on the address records from the phone company; moving forward we need to rely more on the municipalities. The tools used to update address information will change with Next Generation 9-1-1 and the important role of identifying address locations, no matter how this function is handled in the future, will remain a critical function for 9-1-1.

If you have any questions regarding the role of the Municipal Coordinator as it is defined today, please contact Jeff Jeffers at [jeff.jeffers@state.ma.us](mailto:jeff.jeffers@state.ma.us), or by phone at 508-821-7213.

## Updates from our Training Division



### Telecommunicator Log-In ID Assignment

The State 911 Department will not authorize Verizon to assign a log-in ID for new personnel **without a request from the PSAP and proof that all required training and certifications have been satisfied. It is the responsibility of the PSAP manager** to notify the State 911 Department once all minimum training and certification requirements have been achieved. Please notify Venus Wheeler via email at [venus.wheeler@state.ma.us](mailto:venus.wheeler@state.ma.us), or Cathy Rodriguez at [cathy.rodriguez@state.ma.us](mailto:cathy.rodriguez@state.ma.us), as soon as possible following the completion of the requirements. It is important to note that the recorded date of initial certification in the State 911 Department database is the same date that the log-in ID was issued to the PSAP by the State 911 Department. Therefore please notify the State 911 Department as soon as possible following completion of the required training/certifications, as the failure to do so may impact your grant funding.

### FY16 Annual Certification of Compliance

Please be reminded that the FY16 Annual Certification of Compliance form is due by **July 31, 2016**.

The **FY16** form can be located on the State 911 Department website at [www.mass.gov/e911](http://www.mass.gov/e911). If you have questions regarding the process, please contact Venus Wheeler at 508-821-7201, or Monna Wallace at 508-821-7220.

## Regionalization Update

Christine Wingfield, Regional PSAP Coordinator  
(339) 224-0911 or via email  
[Christine.wingfield@state.ma.us](mailto:Christine.wingfield@state.ma.us)

The Essex County Regional Emergency Communications Center (ECRECC) serves the communities of Amesbury, Essex, Middleton, Topsfield, and Wenham. The ECRECC recently achieved several major accomplishments:



1. Achieved APCO Agency Training Program Certification (formerly known as Project 33) (First in the Commonwealth / Second in New England to achieve this);
2. Admitted as a member of the National Center for Missing and Exploited Children's (NCMEC) Missing Kids Readiness Project (Third in the Commonwealth);
3. Admitted as a member of the National Oceanographic and Atmospheric Administration's (NOAA) Weather Ready Nation Ambassador (Second in the Commonwealth).

Any municipalities interested in joining the ECRECC can contact Shad Ahmed, Executive Director, at [shad@ecrecc.org](mailto:shad@ecrecc.org) or Chris Ryan, Deputy Director, at [cryan@ecrecc.org](mailto:cryan@ecrecc.org).

## Updates from our Fiscal Division

# July



### **A few reminders when completing your FY 2017 Training Grant and EMD/Regulatory Compliance Grant:**

- Approval of in-house training courses must be requested annually;
- Costs associated with non-certified personnel who are instructing a CPR course for certified telecommunicators should be budgeted under category F of the EMD/Regulatory Compliance Grant;
- Costs associated with non-certified personnel conducting EMD quality assurance should be budgeted under category F of the EMD/Regulatory Compliance Grant; and
- Funding under the EMD/Regulatory Compliance Grant in categories A – D is restricted to costs associated with meeting certification requirements as detailed in 560 CMR 5.00.



### **A few reminders when completing your FY 2016 reimbursements requests:**

- All information requested on the reimbursement forms should be completed, including check date and date of hire;
- All reimbursements should be reviewed prior to submission to ensure all required documentation is included; and
- The deadline for submission of FY16 reimbursement requests is Friday, September 30, 2016.



### **The State 911 Department will host grant camps at its offices located at 151 Campanelli Drive, Suite A, Middleborough, MA 02346 on the following dates:**

- Tuesday, August 2, 2016;
- Thursday, August 4, 2016;
- Tuesday, August 23, 2016; and
- Thursday, August 25, 2016.

These will be drop-in sessions where you may seek assistance with your FY 2017 grant applications or FY 2106 reimbursement submissions. Fiscal staff will be available to answer all your questions. Simply drop by between 9:00 am and 5:00 pm and walk out with your completed grant and/or reimbursement submissions. Electronic copies of your completed documents will be made available on CD or emailed to you.

# Massachusetts Equipment Distribution Program



- The Massachusetts Equipment Distribution Program (Mass EDP) offers a variety of adaptive telephones for Massachusetts residents with a permanent disability. There is a simple application process that verifies the applicant's residence and disability. If the applicant's annual income is \$50,000 or less, there is no charge for the telephone.

For an application or more information about Mass EDP, visit the website at [www.mass.gov/massedp](http://www.mass.gov/massedp) or call our customer service center at 1-800-300-5658 voice/TTY.

This month we are featuring the Serene RCx1000 Phone. This particular phone is designed to assist people with mobility and motion issues.

## THE SERENE RCX 1000 PHONE

### Features

- Large 3" speaker for "best in class" sound quality, volume and clarity
- Voice activated answering for incoming calls
- 90dB+ loud ringer
- 32 one-touch memory buttons for easy dialing of frequently called numbers
- Missed call indicator
- Mic sensitivity switch
- Flash hook switch
- Many accessories available for limited mobility (*see accessories tab*)
- 3.5mm multimedia jack for headphone
- 3.5mm multimedia jack for microphone
- Battery back-up (Six NiMH rechargeable AA batteries included)
- Wireless remote with AC adapter power and battery backup (One 12V battery included)
- Wall mountable
- Speakerphone dimensions: 8.5" W x 2.5" H x 10.25" D
- Wireless remote dimensions: 1.75" W x .3125" H x .875" D

